Ombudsman Ontario

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November 1, 1991

Mr. Chris Brown
President
Ottawa Branch
Allergy and Environmental Health Association
6267 Castille Court
Orléans, Ontario
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Dear Mr. Brown:

Re: Our File No. 47790

Thank you for your letter dated September 12, 1991 which was received in our Office on September 16, 1991. In your letter you have asked for the Ombudsman's assistance regarding abuse of persons with environmental sensitivities by the Mental Health Facilities Branch of the Ministry of Health. Ms. Jamieson has asked me to reply on her behalf.

However, I am advised that subsequent to mailing this letter you did in fact meet with certain Ministry staff and feel positive enough following this meeting to close out your file with us. Therefore, based on this information, I have done so.

By telephone on October 31, 1991, you advised Ms. Monette, the Director of Investigations and Legal Services that you would like the Ombudsman to employ her good office on your behalf.

Brown, Mr. Chris
File No. 47790

As well, in your letter you state:

> If you cannot act directly on the concern through your official mandate, I hope you can use the good offices of your institution to provide relief, to stop the abuse of persons who are being screened out by the Mental Health facilities branch and who are therefore left vulnerable to what has been described as "potential detrimental psychiatric interventions" by a U.S. study which won a world health organization award and which is "fully supported" by Health and Welfare.

The concern raised in your letter is general and non-specific in nature. The Ombudsman is an impartial third party in any complaint. She cannot act in an advocacy capacity or lobby the provincial government to make major policy or legislative changes. The Ombudsman can make recommendations involving the Ministry of Health but she is limited to doing so in the context of a specific investigation regarding a specific complaint. Having said that, our Office would be happy to review any specific jurisdictional complaint you or members of your organization have. To that end, if you wish to pursue a complaint against a provincial ministry, commission or board, etc., please provide us with specifics of the complaint and avenues of appeal that you have exhausted.

If you have any further questions, please do not hesitate to contact me.

Yours truly,

Victor Marcuz
Assistant Director
Investigations

/bb